# Author and title index to IJQRM volume 12, 1995





**Author**

AHIRE, S.L. and RANA, D.S., Selection of TQM pilot projects using an MCDM approach, No. 1, pp. 61-81.

AHIRE, S.L., see GOLHAR, D.Y.

ALDRIDGE, A.J., see OAKLAND, J.S.

ARANDJELOVIĆ, V. Dj., see KOSTIĆ, S.B.

BABBAR, S., Ensuring the quality, reliability and precision of measurement processes through traceability, No. 2, pp. 71-85.

BABU, A.S., see GONDHALEKAR, S.

BÄCHLE, M., see JAHNKE, B.

BADRI, M.A., DAVIS, D. and DAVIS, D., A study of measuring the critical factors of quality management, No. 2, pp. 36-53.

BALTHAZARD, P.A. and GARGEYA, V.B., Reinforcing QFD with group support systems: computer-supported collaboration for quality in design, No. 6 (special issue), pp. 43-62.

BARNETT, W.D. and RAJA, M.K., Application of QFD to the software development process, No. 6 (special issue), pp. 24-42.

BEHARA, R.S., FONTENOT, G.F. and GRESHAM, A., Customer satisfaction measurement and analysis using six sigma, No. 3, pp. 9-18.

BHAT, V.N., A multivariate analysis of airline flight delays, No. 2, pp. 54-9.

BOHORIS, G.A., A comparative assessment of some major quality awards, No. 9 (special issue), pp. 30-43.

BUNDAY, B.D. and TAPSIR, R.B., The availability of uni-directionally patrolled stations, No. 7, pp. 44-53.

CAPON, N., KAYE, M.M. and WOOD, M., Measuring the success of a TQM programme, No. 8, pp. 8-22.

CHAKRABORTY, D., see MUKHOPADHYAY, S.K.

CHEN, C.-H., see WANG, R.-C.

CHEN, I., see GUPTA, A.

CHENG, C.H., see PITMAN, G.

CHIH, W.-H. and ROLLIER, D.A., A methodology of pattern recognition schemes for two variables in SPC, No. 3, pp. 86-108.

CHIU, H.-N., see HUANG, B.-S.

CHUNG, K.-J., A note on the upper bound and an algorithm for the optimal repair cost under minimal repair, No. 5, pp. 85-8.

DAVIS, D., see BADRI, M.A.

DIVOKY, J.J. and TAYLOR, R.W., Detecting process drift with combinations of trend and zonal supplementary runs rules, No. 2, pp. 60-71.

DUFFUAA, S.O., see RAOUF, A.

FONTENOT, G.F., see BEHARA, R.S.

FORGIONNE, G.A., see KOHLI, R.

GARGEYA, V.B., see BALTHAZARD, P.A.

GEORGANTZAS, N.C. and HESSEL, M.P., The intermediate structure of designs for quality, No. 6 (special issue), pp. 97-108.

GODREJ, N.B., see GONDHALEKAR, S.

GOH, M. and TAY, G.-H., Implementing a quality maintenance system in a military organization, No. 4, pp. 26-39.

GOLHAR, D.Y. and AHIRE, S.L., TQM for business students: an experiential learning approach, No. 7, pp. 54-64.

GONDHALEKAR, S., BABU, A.S. and GODREJ, N.B., Towards TQM using ***kaizen*** process dynamics, No. 9 (special issue), pp. 192-209.

GOPALAN, M.N. and KUMAR, U.D., Analysis of an $n$-unit cold-standby system with general failure and repair time distributions, No. 3, pp. 77-85.

GOULDEN, C., A cross-functional team approach to fastener standardization, No. 4, pp. 86-100.

GOULDEN, C. and RAWLINS, L., A hybrid model for process quality costing, No. 8, pp. 32-47.

GREENWICH, M. and JAHR-SCHAFFRATH, B.L., A process incapability index, No. 4, pp. 58-71.

GRESHAM, A., see BEHARA, R.S.

GUPTA, A. and CHEN, I., Service quality: implications for management development, No. 7, pp. 28-35.

HANNA, M.D. and NEWMAN, W.R., Operations and environment: an expanded focus for TQM, No. 5, pp. 38-53.

HESSEL, M.P., see GEORGANTZAS, M.P.

HUANG, B.-S. and CHIU, H.-N., The quality management of the imperfect production process under two monitoring policies, No. 3, pp. 19-31.

IRIANTO, D., On the in-process inspection and correction facilities, No. 9 (special issue), pp. 110-22.

JAHNKE, B., BÄCHLE, M. and SIMONEIT, M. Modelling sales processes as preparation for ISO 9001 certification, No. 9 (special issue), pp. 76-98.

JAHR-SCHAFFRATH, B.L., see GREENWICH, M.

JAMBEKAR, A.B., see SWANSON, E.T.

JOHNSON, M.A., The development of measures of the cost of quality for an engineering unit, No. 2, pp. 86-100.

KASUL, R.A. and MOTWANI, J.G., Total quality management in manufacturing: thematic factor assessment, No. 3, pp. 57-76.

KAYE, M.M., see CAPON, N.

KEHOE, D., see MANN, R.

KEKÄLE, J., see KEKÄLE, T.

KEKÄLE, T. and KEKÄLE, J., A mismatch of cultures: a pitfall of implementing a total quality approach, No. 9 (special issue), pp. 210-20.

KERNS, B., see KOHLI, R.

KHURANA, A., see LOCKAMY, A. III.

KING, T.G., see MIGUEL, P.A.C.

KIRWAN, B., see TAYLOR-ADAMS, S.

KOHLI, R., KERNS, B. and FORGIONNE, G.A., The application of TQM in a hospital's casualty and pathology departments, No. 9 (special issue), pp. 57-75.

KORUKONDA, A.R., see WATSON, J.G.

KOSTIĆ, S.B. and ARANDJELOVIĆ, V.-D., Dependability, a key factor to the quality of products: IEC 300 series and ISO 9000 series standards, No. 7, pp. 36-43.

KUEI, C.-H., see LU, M.H.

KUMAR, A., see PITMAN, G.

KUMAR, U.D., see GOPALAN, M.N.

LAKHE, R.R. and MOHANTY, R.P., Understanding TQM in service systems, No. 9 (special issue), pp. 139-153.

LAM, S.S.K., Quality management and job satisfaction: an empirical study, No. 4, pp. 72-9.

LEONARD, K.J., The development of credit scoring quality measures for consumer credit application, No. 4, pp. 79-85.

LIND, M.R., see SULEK, J.M.

LOCKAMY, A. III and KHURANA, A., Quality function deployment: total quality management for new product design, No. 6 (special issue), pp. 73-84.

LU, M.H. and KUEI, C.-H., Strategic marketing planning: a quality function deployment approach, No. 6 (special issue), pp. 85-96.

LU, Y.-G., see TAN, R.R.

MANN, R. and KEHOE, D., Factors affecting the implementation and success of TQM, No. 1, pp. 11-23.

MARUCHECK, A.S., see SULEK, J.M.

MIGUEL, P.A.C., and KING, T.G., Co-ordinate measuring machines: concept, classification and comparison of performance tests, No. 8, pp. 48-63.

MOHANTY, R.P., see LAKHE, R.R.

MOTWANI, J.G., see KASUL, R.A.

MOTWANI, J., see PITMAN, G.

MUFFATTO, M. and PANIZZOLO, R., A process-based view for customer satisfaction, No. 9 (special issue), pp. 154-69.

MUKHOPADHYAY, S.K. and CHAKRABORTY, D., Optimal process variance under Taguchi loss, No. 9 (special issue), pp. 14-29.

MURTY, A.S.R. and NAIKAN, V.N.A., Availability and maintenance cost optimization of a production plant, No. 2, pp. 28-35.

NAIKAN, V.N.A., see MURTY, A.S.R.

NEWMAN, W.R., see HANNA, M.D.

OAKLAND, J.S. and ALDRIDGE, A.J., Quality management in civil and structural engineering consulting, No. 3, pp. 32-48.

PANIZZOLO, R., see MUFFATTO, M.

PAPPS, I., Evaluation of performance, monitoring costs and quality management, No. 3, pp. 49-56.

PATEL, A., The long view of total quality management pays off, No. 7, pp. 75-88.

PITMAN, G., MOTWANI, J., KUMAR, A. and CHENG, C.H., QFD application in an educational setting: a pilot field study, No. 6 (special issue), pp. 63-72.

PRASAD, B., A structured approach to product and process optimization for manufacturing and service industries, No. 9 (special issue), pp. 123-138.

RAESIDE, R., Teaching experimental design techniques to engineers, No. 1, pp. 47-52.

RAJA, M.K., see BARNETT, W.D.

RANA, D.S., see AHIRE, S.L.

RAOUF, A., DUFFUAA, S.O. and SHUAIB, A.N., On process capability and product tolerancing as affected by measuring device, No. 8, pp. 74-81.

RAWLINS, L., see GOULDEN, C.

ROLLIER, D.A., see CHIH, W.-H.

RWELAMILA, P.D., Quality management in the SADC construction industries, No. 8, pp. 23-31.

SARKER, B.R. and YU, J., A balanced maintenance schedule for a failure-prone system, No. 9 (special issue), pp. 183-91.

SHUAIB, A.N., see RAOUF, A.

SIMONEIT, M., see JAHNKE, B.

SULEK, J.M., LIND, M.R. and MARUCHECK, A.S., Assessing the outcomes of quality improvement interventions: the role of X-chart methodology, No. 9 (special issue), pp. 170-182.

SWANSON, E.T. and JAMBEKAR, A.B., A technology choice for noise reduction: a quality management case study, No. 9 (special issue), pp. 44-56.

TAN, R.R. and LU, Y.-G., On the quality of construction engineering design projects: criteria and impacting factors, No. 5, pp. 18-37.

TANNOCK, J.D.T., Choice of inspection strategy using quality simulation, No. 5, pp. 75-84.

TAPSIR, R.B., see BUNDAY, B.D.

TAY, G.-H., see GOH, M.

TAYLOR-ADAMS, S. and KIRWAN, B., Human reliability data requirements, No. 1, pp. 24-46.

TAYLOR, R.W., see DIVOKY, J.J.

TAYLOR, W.A., Organizational differences in ISO 9000 implementation practices, No. 7, pp. 10-27.

TAYLOR, W.A., Senior executives and ISO 9000: attitudes, behaviours and commitment, No. 4, pp. 40-57.

TSAI, H.-T., The partial aliasing patterns for Taguchi's $L_{12}$ orthogonal array, No. 5, pp. 54-60.

WANG, R.-C. and CHEN, C.-H., Economic statistical *np*-control chart design based on fuzzy optimization, No. 1, pp. 82-92.

WATSON, J.G. and KORUKONDA, A.R., The TQM jungle: a dialectical analysis, No. 9 (special issue), pp. 100-10.

WESTBROOK, R., Organizing for total quality: case research from Japan, No. 4, pp. 8-25.

WIKLUND, S.J., Process adjustment when using EWMA charts, No. 2, pp. 8-27.

WOOD, M., see CAPON, N.

WOOD, M., Three suggestions for improving control charting procedures, No. 5, pp. 61-74.

WU, Z., Detection of skewness shift, No. 7, pp. 65-74.

WU, Z., Process shift modes, No. 1, pp. 53-60.

YAVAS, B.F., Employee perceptions of quality: survey results, No. 5, pp. 8-17.

YOUSSEF, M.A., see ZAIRI, M.

YU, J., see SARKER, B.R.

YUSOF, S.M., A quality system assessment of an electrical contracting company based on BS 5750, No. 8, pp. 64-73.

ZAIRI, M. and YOUSSEF, M.A., Quality function deployment: a main pillar for successful total quality management and product development, No. 6 (special issue), pp. 9-23.

**Titles**

Analysis of an *n*-unit cold-standby system with general failure and repair time distributions, GOPALAN, M.N. and KUMAR, U.D., No. 3, pp. 77-85.

Application of QFD to the software development process, BARNETT, W.D. and RAJA, M.K., No. 6 (special issue), pp. 24-42.

(The) application of TQM in a hospital's casualty and pathology departments, KOHLI, R., KERNS, B. and FORGIONNE, G.A., No. 9 (special issue), pp. 57-75.

Assessing the outcomes of quality improvement interventions: the role of X-chart methodology, SULEK, J.M., LIND, M.R. and MARUCHECK, A.S., No. 9 (special issue), pp. 170-82.

Availability and maintenance cost optimization of a production plant, MURTY, A.S.R. and NAIKAN, V.N.A., No. 2, pp. 28-35.

(The) availability of uni-directionally patrolled stations, BUNDAY, B.D. and TAPSIR, R.B., No. 7, pp. 44-53.

(A) balanced maintenance schedule for a failure-prone system, SARKER, B.R. and YU, J., No. 9 (special issue), pp. 183-91.

Choice of inspection strategy using quality simulation, TANNOCK, J.D.T., No. 5, pp. 75-84.

(A) cross-functional team approach to fastener standardization, GOULDEN, C., No. 4, p. 86-100.

(A) comparative assessment of some major quality awards, BOHORIS, G.A., No. 9 (special issue), pp. 30-43.

Co-ordinate measuring machines: concept, classification and comparison of performance tests, MIGUEL, P.A.C. and KING, T.G., No. 8, pp. 48-63.

Customer satisfaction measurement and analysis using six sigma, BEHARA, R.S., FONTENOT, G.F. and GRESHAM, A., No. 3, pp. 9-18.

Dependability, a key factor to the quality of products: IEC 300 series and ISO 9000 series standards, KOSTIĆ, S.B. and ARANDJELOVIĆ, V.D., No. 7, pp. 36-43.

Detecting process drift with combinations of trend and zonal supplementary runs rules, DIVOKY, J.J. and TAYLOR, R.W., No. 2, pp. 60-71.

Detection of skewness shift, WU, Z., No. 7, pp. 65-74.

(The) development of credit scoring quality measures for consumer credit applications, LEONARD, K.J., No. 4, pp. 79-85.

(The) development of measures of the cost of quality for an engineering unit, JOHNSON, M.A., No. 2, pp. 86-100.

Economic statistical *np*-control chart designs based on fuzzy optimization, WANG, R.-C. and CHEN, C.-H., No. 1, pp. 82-92.

Employee perceptions of quality: survey results, YAVAS, B.F., No. 5, pp. 8-17.

Ensuring the quality, reliability and precision of measurement processes through traceability, BABBAR, S., No. 2, pp. 72-85.

Evaluation of performance monitoring costs and quality management, PAPPS, I., No. 3, pp. 49-56.

Factors affecting the implementation and success of TQM, MANN, R. and KEHOE, D., No. 1, pp. 11-23.

Human reliability data requirements, TAYLOR-ADAMS, S. and KIRWAN, B., No. 1, pp. 24-46.

(A) hybrid model for process quality costing, GOULDEN, C. and RAWLINS, L., No. 8, pp. 32-47.

Implementing a quality maintenance system in a military organization, GOH, M. and TAY, G.-H., No. 4, pp. 26-39.

(The) intermediate structure of designs for quality, GEORGANTZAS, N.C. and HESSEL, M.P., No. 6 (special issue), pp. 97-108.

(The) long view of total quality management pays off, PATEL, A., No. 7, pp. 75-88.

Measuring the success of a TQM programme, CAPON, N., KAYE, M.M. and WOOD, M., No. 8, pp. 8-22.

(A) methodology of pattern recognition schemes for two variables in SPC, CHIH, W.-H. and ROLLIER, D.A., No. 3, pp. 86-108.

(A) mismatch of cultures: a pitfall implementing a total quality approach, KEKÄLE, T. and KEKÄLE, J., No. 9 (special issue), pp. 210-20.

Modelling sales processes as preparation for ISO 9001 certification, JAHNKE, B., BÄCHLE, M. and SIMONEIT, M., No. 9 (special issue), pp. 76-99.

(A) multivariate analysis of airline flight delays, BHAT, V.N., No. 2, pp. 54-59.

(A) note on the upper hand and an algorithm for the optimal repair cost under minimal repair, CHUNG, K.-J., No. 5, pp. 85-88.

On process capability and product tolerancing as affected by measuring device, RAOUF, A., DUFFUAA, S.O. and SHUAIB, A.N., No. 8, pp. 74-81.

On the in-process inspection and correction facilities, IRIANTO, D., No. 9 (special issue), pp. 110-22.

On the quality of construction engineering design projects: criteria and impacting factors, TAN, R.R. and LU, Y.G., No. 5, pp. 18-37.

Operations and environment: an expanded focus for TQM, HANNA, M.D. and NEWMAN, W.R., No. 5, pp. 38-53.

Optimal process variance under Taguchi loss, MUKHOPADHYAY and CHAKRABORTY, D., No. 9 (special issue), pp. 14-29.

Organizational differences in ISO 9000 implementation practices, TAYLOR, W.A., No. 7, pp. 10-27.

Organizing for total quality: case research from Japan, WESTBROOK, R., No. 4, pp. 8-25.

(The) partial aliasing patterns for Taguchi's $L_{12}$ orthogonal array, TSAI, H.-T., No. 5, pp. 54-60.

Process adjustment when using EWMA charts, WIKLUND, S.J., No. 2, pp. 8-27.

(A) Process-based view for customer satisfaction, MUFFATTO, M. and PANIZZOLO, R., No. 9 (special issue), pp. 154-69.

(A) process incapability index, GREENWICH, M. and JAHR-SCHAFFRATH, B.L., No. 4, pp. 58-71.

Process shift modes, WU, Z., No. 1, pp. 53-60.

Quality function deployment: a main pillar for successful total quality management and product development, ZAIRI, M. and YOUSSEF, M.A., No. 6 (special issue), pp. 9-23.

Quality function deployment: total quality management for new product design, LOCKAMY, A. III and KHUMARA, A., No. 6 (special issue), pp. 73-84.

Quality management and job satisfaction: an empirical study, LAM, S.S.K., No. 4, pp. 72-8.

Quality management in civil and structural engineering consulting, OAKLAND, J.S. and ALDRIDGE, A.J., No. 3, pp. 32-48.

Quality management in the SADC construction industries, RWELAMILA, P.D., No. 8, pp. 23-31.

(The) quality management of the imperfect production process under two monitoring policies, HUANG, B.-S. and CHIU, H.-N., No. 3, pp. 19-31.

QFD application in an educational setting: a pilot field study, PITMAN, G., MOTWANI, J., KUMAR, A. and CHENG, C.H., No. 6, pp. 63-72.

(A) quality system assessment of an electrical contracting company based on BS 5750, YUSOF, S.M., No. 8, pp. 64-73.

Reinforcing QFD with group support systems: computer-supported collaboration for quality in design, BALTHAZARD, P.A. and GARGEYA, V.B., No. 6 (special issue), pp. 43-62.

Selection of TQM pilot projects using an MCDM approach, AHIRE, S.L. and RANA, D.S., No. 1, pp. 61-81.

Senior executives and ISO 9000: attitudes, behaviours and commitment, TAYLOR, W.A., No. 4, pp. 40-57.

Service quality: implications for management development, GUPTA, A. and CHEN, I., No. 7, pp. 28-35.

Strategic marketing planning: a quality function deployment approach, LU, M.H. and KUEI, C.-H., No. 6 (special issue), pp. 85-96.

(A) structured approach to product and process optimization for manufacturing and service industries PRASAD, B., pp. 123-138.

(A) study of measuring the critical factors of quality management, BADRI, M.A., DAVIS, D. and DAVIS, D., No. 2, pp. 36-53.

Teaching experimental design techniques to engineers, RAESIDE, R., No. 1, pp. 47-52.

(A) technology choice for noise reduction: a quality management case study, SWANSON, E.T. and JAMBEKAR, A.B., No. 9 (special issue), pp. 44-56.

Three suggestions for improving control charting procedures, WOOD, M., No. 5, pp. 61-74.

Total quality management in manufacturing: thematic factor assessment, KASUL, R.A. and MOTWANI, J.G., No. 3, pp. 57-76.

Towards TQM using *kaizen* process dynamics, GONDHALEKAR, S., BABU, A.S. and GODREJ, N.B., No. 9 (special issue), pp. 192-209.

TQM for business students: an experiential learning approach, GOLHAR, D.Y. and AHIRE, S.J., No. 7, pp. 54-64.

(The) TQM jungle: a dialectical analysis, KORUKONDA, A.R. and WATSON, J.G., No. 9 (special issue), pp. 100-109.

Understanding TQM in service systems, LAKHE, R.R. and MOHANTY, R.P., No. 9 (special issue), pp. 139-153.